



BlackBerry UEM

Critical Issue Advisory

BlackBerry UEM support for Samsung devices running Android 11

12.13

Contents

BlackBerry UEM support for Samsung devices running Android 11..... 4

Legal notice..... 8

BlackBerry UEM support for Samsung devices running Android 11

Summary

In November 2020, Samsung will release the Android 11 OS update to some of their supported devices. Customers will need a new version of the BlackBerry UEM Client in specific scenarios for functionality to continue working.

Impact

BlackBerry UEM on-premises and BlackBerry UEM Cloud will support Samsung devices running Android 11. BlackBerry has worked closely with Samsung to ensure that our products and services will continue to work. However, there are certain scenarios that customers need to be aware of for functionality to continue working when Samsung devices are upgraded to Android 11.

The initial Samsung devices that are expected to receive Android 11 in the European region in early to mid-November are:

- Samsung Galaxy S20 series devices
- Samsung Galaxy Note20 series devices

Samsung Galaxy devices that run Android 11, including the Samsung Galaxy S9 series and later and the Samsung Galaxy Note9 series and later, are not affected by Android 11. Also, any device that was initially released with Android 8 is not affected.

To help you understand the changes, see the [Prepare Knox for Android 11](#) document from Samsung.

Activations

In Android 11, Google [previously announced](#) a change to fully managed devices with a work profile, previously known as Corporate Owned Managed Profile (COMP). Support for this activation type was previously changed in BlackBerry UEM Client 12.37.1.156763 and documented in [KB68687](#). To fully support the extended functionality provided with Samsung APIs, customers will need to use BlackBerry UEM Client 12.37.2.xxxxxx, which will be released in mid-November.

Note:

Any activation type that is not mentioned in the following table is not affected by Android 11 on Samsung devices.

Functionality	Activation Type	New Samsung Android 11 device activation with UEM Client 12.37.1.156763	Upgrading to Samsung Android 11 device with UEM Client 12.37.1.156763	Resolution
Activation	Android Enterprise – Work and personal - user privacy	New activations for the device will continue to work.	Devices will continue to work as expected.	N/A

	Android Enterprise – Work and personal - full control	New activations for the device will not work.	With an Android Enterprise – Work and personal – full control activation type, devices running Android 10 and earlier have two instances of the BlackBerry UEM Client: one instance runs on the personal side and one instance runs on the work side. When the device is upgraded to Android 11, the OS disables the instance on the personal side, and the instance on the work side is therefore unable to access or control it.	Upgrade devices to BlackBerry UEM Client 12.37.2.xxxxxx.
	Android Enterprise – Work space only	New activations for the device will continue to work using the afw#blackberry method. Activations will not complete if the UEM Client is downloaded using a QR Code.	Devices will continue to work as expected.	Upgrade devices to BlackBerry UEM Client 12.37.2.xxxxxx

Note: Android 11 no longer supports using the afw#blackberry hashtag to initiate Work and personal - full control activations. Customers will need to use a QR Code, NFC Bump, NFC Sticker, or Zero-Touch enrollment to activate devices. For more information, see the [Activation content](#).

For more information, see the [Android 11 information](#) from Samsung.

Knox Mobile Enrollment (KME) Activations

Samsung KNOX Mobile Enrollment (KME) allows you to activate large numbers of devices in BlackBerry UEM at one time. If your organization does not use KME to activate devices, this section does not affect your environment.

Before upgrading your devices to Android 11, Samsung requires changes to the Knox Mobile Enrollment profile that is delivered to the device during activation. Update your Android Enterprise profile details in the KME Console under the MDM information to match your appropriate activation type.

Functionality	Activation Type	MDM Information
Knox Mobile Enrollment (KME)	Android Enterprise – Work and personal - full control	Set to “Let MDM choose to enroll as a Device Owner or Profile Owner.”

	Android Enterprise – Work space only	Set to “Force Device Owner enrollment” or “Let MDM choose to enroll as a Device Owner or Profile Owner.”
--	--------------------------------------	--

After you have updated the profile, you can upgrade your devices to Android 11 and then factory reset the devices to prepare them for KME activations.

For more information, see the [KME information](#) from Samsung.

For information about Configuring an Android Enterprise profile, see [the information](#) from Samsung.

DualDAR

Devices that support Samsung Knox DualDAR encryption can have Knox Workspace data secured using two layers of encryption. The outer layer of Knox DualDAR is built on Android file-based encryption and enhanced by Samsung to meet MDFPP requirements.

Note:

Any activation type that is not mentioned in the following table is not affected by Android 11 on Samsung devices.

For more information about DualDAR, see [the information](#) from Samsung

Functionality	Activation Type	New Samsung Android 11 device activation with UEM Client 12.37.1.1536763	Upgrading a Samsung Android 11 device to UEM Client 12.37.1.156763	Resolution
DualDAR	Android Enterprise – Work and personal - full control	New activations for the device will not work.	Devices will continue to work as expected.	Upgrade devices to BlackBerry UEM Client 12.37.2.xxxxxx

Samsung Audit Logging for NIAP

The 'Samsung Audit Logging for NIAP' IT policy, which is found in the 'Global (Samsung Knox devices only)' section, applies to Samsung devices and BlackBerry UEM installations that use NIAP. Any BlackBerry UEM installations that do not use NIAP, or other activation types that are not described in the following table are not affected.

Functionality	Activation Type	New Samsung Android 11 device activation with UEM Client 12.37.1.156763	Upgrading a Samsung Android 11 device to UEM Client 12.37.1.156763	Resolution
Samsung Audit Logging for NIAP	Android Enterprise – Work and personal - full control	New activations for the device will not work.	Device auditing will continue to work on the work profile but no logs from the personal profile	Upgrade devices to BlackBerry UEM Client 12.37.2.xxxxxx

			will be gathered. In addition, commands such as enabling verbose logging might fail.	
	Android Enterprise – Work space only	New activations for the device will not work.	Devices will continue to work as expected.	Upgrade devices to BlackBerry UEM Client 12.37.2.xxxxxx

Samsung Email

Samsung Email is an app that Samsung maintains and is available only for Samsung devices. Samsung plans to update Samsung Email to a version that supports Android 11 at the end of October. Basic features will continue to work if the device is using the older client. For more information about version information and availability, contact Samsung.

For more information about Samsung Email, see [the information](#) from Samsung.

Samsung Knox Service Plugin

BlackBerry UEM works with Samsung Knox Service Plugin (KSP), which is an app that supports a subset of Samsung Knox Platform for Enterprise (KPE) features. Administrators can use the KSP app to enable KPE policies on their managed devices. KSP is available on Google Play. Customers should ensure that KSP version 1.2.45 is installed in the 'personal profile' before upgrading to Android 11.

For more information about the Knox Service Plugin, see [the information](#) from Samsung.

Recommendation

Users that are configured for an activation type and that use the Samsung specific features that are mentioned in this advisory should upgrade the BlackBerry UEM Client to version 12.37.2.xxxxxx, which is compatible with Android 11, before upgrading their devices to Android 11. The updated BlackBerry UEM Client, which is compatible with Android 11, is tentatively scheduled for release for mid-November.

Legal notice

©2020 BlackBerry Limited. Trademarks, including but not limited to BLACKBERRY, BBM, BES, EMBLEM Design, ATHOC, CYLANCE and SECUSMART are the trademarks or registered trademarks of BlackBerry Limited, its subsidiaries and/or affiliates, used under license, and the exclusive rights to such trademarks are expressly reserved. All other trademarks are the property of their respective owners.

This documentation including all documentation incorporated by reference herein such as documentation provided or made available on the BlackBerry website provided or made accessible "AS IS" and "AS AVAILABLE" and without condition, endorsement, guarantee, representation, or warranty of any kind by BlackBerry Limited and its affiliated companies ("BlackBerry") and BlackBerry assumes no responsibility for any typographical, technical, or other inaccuracies, errors, or omissions in this documentation. In order to protect BlackBerry proprietary and confidential information and/or trade secrets, this documentation may describe some aspects of BlackBerry technology in generalized terms. BlackBerry reserves the right to periodically change information that is contained in this documentation; however, BlackBerry makes no commitment to provide any such changes, updates, enhancements, or other additions to this documentation to you in a timely manner or at all.

This documentation might contain references to third-party sources of information, hardware or software, products or services including components and content such as content protected by copyright and/or third-party websites (collectively the "Third Party Products and Services"). BlackBerry does not control, and is not responsible for, any Third Party Products and Services including, without limitation the content, accuracy, copyright compliance, compatibility, performance, trustworthiness, legality, decency, links, or any other aspect of Third Party Products and Services. The inclusion of a reference to Third Party Products and Services in this documentation does not imply endorsement by BlackBerry of the Third Party Products and Services or the third party in any way.

EXCEPT TO THE EXTENT SPECIFICALLY PROHIBITED BY APPLICABLE LAW IN YOUR JURISDICTION, ALL CONDITIONS, ENDORSEMENTS, GUARANTEES, REPRESENTATIONS, OR WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION, ANY CONDITIONS, ENDORSEMENTS, GUARANTEES, REPRESENTATIONS OR WARRANTIES OF DURABILITY, FITNESS FOR A PARTICULAR PURPOSE OR USE, MERCHANTABILITY, MERCHANTABLE QUALITY, NON-INFRINGEMENT, SATISFACTORY QUALITY, OR TITLE, OR ARISING FROM A STATUTE OR CUSTOM OR A COURSE OF DEALING OR USAGE OF TRADE, OR RELATED TO THE DOCUMENTATION OR ITS USE, OR PERFORMANCE OR NON-PERFORMANCE OF ANY SOFTWARE, HARDWARE, SERVICE, OR ANY THIRD PARTY PRODUCTS AND SERVICES REFERENCED HEREIN, ARE HEREBY EXCLUDED. YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY BY STATE OR PROVINCE. SOME JURISDICTIONS MAY NOT ALLOW THE EXCLUSION OR LIMITATION OF IMPLIED WARRANTIES AND CONDITIONS. TO THE EXTENT PERMITTED BY LAW, ANY IMPLIED WARRANTIES OR CONDITIONS RELATING TO THE DOCUMENTATION TO THE EXTENT THEY CANNOT BE EXCLUDED AS SET OUT ABOVE, BUT CAN BE LIMITED, ARE HEREBY LIMITED TO NINETY (90) DAYS FROM THE DATE YOU FIRST ACQUIRED THE DOCUMENTATION OR THE ITEM THAT IS THE SUBJECT OF THE CLAIM.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW IN YOUR JURISDICTION, IN NO EVENT SHALL BLACKBERRY BE LIABLE FOR ANY TYPE OF DAMAGES RELATED TO THIS DOCUMENTATION OR ITS USE, OR PERFORMANCE OR NON-PERFORMANCE OF ANY SOFTWARE, HARDWARE, SERVICE, OR ANY THIRD PARTY PRODUCTS AND SERVICES REFERENCED HEREIN INCLUDING WITHOUT LIMITATION ANY OF THE FOLLOWING DAMAGES: DIRECT, CONSEQUENTIAL, EXEMPLARY, INCIDENTAL, INDIRECT, SPECIAL, PUNITIVE, OR AGGRAVATED DAMAGES, DAMAGES FOR LOSS OF PROFITS OR REVENUES, FAILURE TO REALIZE ANY EXPECTED SAVINGS, BUSINESS INTERRUPTION, LOSS OF BUSINESS INFORMATION, LOSS OF BUSINESS OPPORTUNITY, OR CORRUPTION OR LOSS OF DATA, FAILURES TO TRANSMIT OR RECEIVE ANY DATA, PROBLEMS ASSOCIATED WITH ANY APPLICATIONS USED IN CONJUNCTION WITH BLACKBERRY PRODUCTS OR SERVICES, DOWNTIME COSTS, LOSS OF THE USE OF BLACKBERRY PRODUCTS OR SERVICES OR ANY PORTION THEREOF OR OF ANY AIRTIME SERVICES, COST OF SUBSTITUTE GOODS, COSTS OF COVER, FACILITIES OR SERVICES, COST OF CAPITAL, OR OTHER SIMILAR PECUNIARY LOSSES, WHETHER OR NOT SUCH DAMAGES

WERE FORESEEN OR UNFORESEEN, AND EVEN IF BLACKBERRY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW IN YOUR JURISDICTION, BLACKBERRY SHALL HAVE NO OTHER OBLIGATION, DUTY, OR LIABILITY WHATSOEVER IN CONTRACT, TORT, OR OTHERWISE TO YOU INCLUDING ANY LIABILITY FOR NEGLIGENCE OR STRICT LIABILITY.

THE LIMITATIONS, EXCLUSIONS, AND DISCLAIMERS HEREIN SHALL APPLY: (A) IRRESPECTIVE OF THE NATURE OF THE CAUSE OF ACTION, DEMAND, OR ACTION BY YOU INCLUDING BUT NOT LIMITED TO BREACH OF CONTRACT, NEGLIGENCE, TORT, STRICT LIABILITY OR ANY OTHER LEGAL THEORY AND SHALL SURVIVE A FUNDAMENTAL BREACH OR BREACHES OR THE FAILURE OF THE ESSENTIAL PURPOSE OF THIS AGREEMENT OR OF ANY REMEDY CONTAINED HEREIN; AND (B) TO BLACKBERRY AND ITS AFFILIATED COMPANIES, THEIR SUCCESSORS, ASSIGNS, AGENTS, SUPPLIERS (INCLUDING AIRTIME SERVICE PROVIDERS), AUTHORIZED BLACKBERRY DISTRIBUTORS (ALSO INCLUDING AIRTIME SERVICE PROVIDERS) AND THEIR RESPECTIVE DIRECTORS, EMPLOYEES, AND INDEPENDENT CONTRACTORS.

IN ADDITION TO THE LIMITATIONS AND EXCLUSIONS SET OUT ABOVE, IN NO EVENT SHALL ANY DIRECTOR, EMPLOYEE, AGENT, DISTRIBUTOR, SUPPLIER, INDEPENDENT CONTRACTOR OF BLACKBERRY OR ANY AFFILIATES OF BLACKBERRY HAVE ANY LIABILITY ARISING FROM OR RELATED TO THE DOCUMENTATION.

Prior to subscribing for, installing, or using any Third Party Products and Services, it is your responsibility to ensure that your airtime service provider has agreed to support all of their features. Some airtime service providers might not offer Internet browsing functionality with a subscription to the BlackBerry® Internet Service. Check with your service provider for availability, roaming arrangements, service plans and features. Installation or use of Third Party Products and Services with BlackBerry's products and services may require one or more patent, trademark, copyright, or other licenses in order to avoid infringement or violation of third party rights. You are solely responsible for determining whether to use Third Party Products and Services and if any third party licenses are required to do so. If required you are responsible for acquiring them. You should not install or use Third Party Products and Services until all necessary licenses have been acquired. Any Third Party Products and Services that are provided with BlackBerry's products and services are provided as a convenience to you and are provided "AS IS" with no express or implied conditions, endorsements, guarantees, representations, or warranties of any kind by BlackBerry and BlackBerry assumes no liability whatsoever, in relation thereto. Your use of Third Party Products and Services shall be governed by and subject to you agreeing to the terms of separate licenses and other agreements applicable thereto with third parties, except to the extent expressly covered by a license or other agreement with BlackBerry.

The terms of use of any BlackBerry product or service are set out in a separate license or other agreement with BlackBerry applicable thereto. NOTHING IN THIS DOCUMENTATION IS INTENDED TO SUPERSEDE ANY EXPRESS WRITTEN AGREEMENTS OR WARRANTIES PROVIDED BY BLACKBERRY FOR PORTIONS OF ANY BLACKBERRY PRODUCT OR SERVICE OTHER THAN THIS DOCUMENTATION.

BlackBerry Enterprise Software incorporates certain third-party software. The license and copyright information associated with this software is available at <http://worldwide.blackberry.com/legal/thirdpartysoftware.jsp>.

BlackBerry Limited
2200 University Avenue East
Waterloo, Ontario
Canada N2K 0A7

BlackBerry UK Limited
Ground Floor, The Pearce Building, West Street,
Maidenhead, Berkshire SL6 1RL
United Kingdom

Published in Canada